

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 5 - Senior Advocacy Services - HICAP

From: 07/01/2010 To: 06/30/2011

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	225	21	1,149	1,106	109	76	282	222	0.63
CDA Established Benchmark	257	23	1,183	1,369	43	92	419	45	0.18
Needed to Reach Benchmark	32	2	34	263	-66	16	137	-177	-0.45
% Above or Below Benchmark	12.45	8.70	2.87	19.21	-153.49	17.39	32.70	-393.33	-248.76
Results for Same Time Last Year	132	12	630	1,350	99	99	219	169	0.42
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			25.3	24.3	29.6	11.6	6.2	4.9	
CMS Mimimum Attainment			25.2	33.7	33.8	37.8	18.0	8.9	
CMS Exemplary Attainment			62.8	276.4	75.5	117.1	40.1	27.7	